

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case: 06-0244

ORIGINAL

Regarding a complaint by (Person making the complaint): Julio + Lisa DiVito

Against (Utility name): Nicor Gas

As to (Reason for complaint) Nicor Gas has billed us inadequately & has miscalculated an estimated bill.

in Elmwood Park Illinois.

CHIEF CLERK'S OFFICE
700 MAR 24 P 12:42
ILLINOIS
COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1700 N. 74th Ct, Elmwood Park, IL 60707

The service address that I am complaining about is ~~4200 N. 74th~~ P.O. Box 2020 Aurora, IL 60507-2020

My home telephone is (708) 452-5562

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (708) 417-0612

(Full name of utility company) Nicor Gas Company (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

please refer to additional page

Please clearly state what you want the Commission to do in this case: *conduct a fair hearing looking at my past history + gas usage comparing past bills to present. Nicor gas has clearly made a mistake + claims they have gone too far without reading my meter, so they just send a bill on the higher side. Nicor has been to my home to read my meter. This problem needs to be addressed.*

Date: 3/5/06
(Month, day, year)

Complainant's Signature Lisa Divito

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

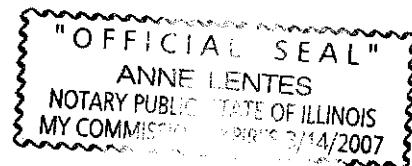
A notary public must witness the completion of this part of the form.

I, Lisa Divito, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Lisa Divito

Subscribed and sworn/affirmed to before me on (month, day, year) 03/05/06

Anne Lentes
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Lisa and Julio DiVito
Case #2005-21711S
Nicor Gas Company

1. Dispute with Nicor Gas regarding a bill received Oct. 05' in the amount of \$1900.55
Nicor claims that since we (Julio and Lisa DiVito) took ownership of this residence, in August of 2003, they have never been in the home to read the meter. This is my first dispute, I have let Nicor in my home at least 4 times, so that they were able to read the meter.
2. Nicor representatives cannot figure out my correct bill and they are estimating it back to February of 2003, 6 months before I even owned this home. I have several statements, which I will bring to arbitration, showing many different calculations. Also they are calculating my bill with today's price of gas, which is at a 71% increase.
3. Nicor only offers a payment plan, in which I refuse to enter into because this over-inflated balloon bill is completely a miscalculation, and a bill that I have not incurred. This dispute has been on going since October and the current bills have not been near what they are claiming my estimated total should be. I have been paying only the current monthly bills, not the disputed amount, as I've been instructed to do so by Dosean, a counselor at the ICC, who has been helpful and informative with my case.

Lisa and Julio DiVito
Case #2005-21711S
Nicor Gas Company

1. Dispute with Nicor Gas regarding a bill received Oct. 05' in the amount of \$1900.55
Nicor claims that since we (Julio and Lisa DiVito) took ownership of this residence, in August of 2003, they have never been in the home to read the meter. This is my first dispute, I have let Nicor in my home at least 4 times, so that they were able to read the meter.
2. Nicor representatives cannot figure out my correct bill and they are estimating it back to February of 2003, 6 months before I even owned this home. I have several statements, which I will bring to arbitration, showing many different calculations. Also they are calculating my bill with today's price of gas, which is at a 71% increase.
3. Nicor only offers a payment plan, in which I refuse to enter into because this over-inflated balloon bill is completely a miscalculation, and a bill that I have not incurred. This dispute has been on going since October and the current bills have not been near what they are claiming my estimated total should be. I have been paying only the current monthly bills, not the disputed amount, as I've been instructed to do so by Dosean, a counselor at the ICC, who has been helpful and informative with my case.

E.) Prefer mediation to occur in Chicago.
Enclosed is a copy of the disputed bill amount. Upon mediation I will furnish more incorrect billing statements.